



Volunteer Application & Job Description

Job Description

Volunteers are active in their communities educating Medicare and Medicaid beneficiaries prevent, detect and report healthcare fraud, errors and abuse through presentations, health fairs, counseling, and outreach.

The first step after interviewing is to complete the SMP Foundations Training module. Once volunteers have learned about the SMP program, they begin their volunteer service by making contacts in their communities with places where seniors gather like health fairs, libraries, senior centers, or adult-learning classes and clubs. Through these contacts volunteers should learn about opportunities for the SMP to educate seniors at fairs or by making presentations to groups.

Once a volunteer has demonstrated their ability to successfully communicate the SMP message at health fairs and to groups they can complete additional training to counsel Medicare beneficiaries through complex issues.

Report to: SMP Community Outreach Coordinator ([Lauren Anderson](#), 502-574-6164)

Qualifications: Volunteers should have the ability and the willingness to share health care information with seniors and the general public about the importance of preserving the financial integrity of the Medicare and Medicaid health care programs.

Duties: Volunteers participate in various community outreach activities:

- **Administration:** assist with administrative tasks like making “outreach packets,” labeling materials, and making calls to schedule SMP presentations. Distributes SMP information to locations seniors frequent such as; pharmacies, healthcare facilities, senior centers, etc (no training necessary)
- **Media:** write articles and assist in the production of the quarterly SMP newsletter, “SMP Matters.” Volunteers can assist with all aspects of the newsletter, including compilation

of photos, articles, and resources, editing and distribution. Volunteers can also assist in social media activities.

- **Outreach:** set-up SMP display tables at community events such as; health expos, information fairs, etc to increase awareness about Medicare and Medicaid errors, fraud and abuse. Volunteers distribute Personal Healthcare Journals, brochures and other materials, answer basic questions, refer seniors to other resources, and report activity to the Volunteer Coordinator.
- **Group Education:** conduct SMP presentations to groups on their own. Volunteers visit senior centers, community centers, and church groups, to conduct SMP presentations and educational Medicare activities.
- **Counselors:** counsel beneficiaries through Medicare issues and undertakes fact finding for complex issues. Attends events with new volunteers and encourages new volunteers to shadow and assist them during presentations. Attends volunteer orientations and trainings to offer insight and advice. (For seasoned volunteers.)

Training:

- **Foundations:** Provides a foundation of knowledge in three main content areas: the SMP program, Medicare basics and Medicare fraud and abuse. Needed for Media and Outreach Volunteers.
- **Group Education:** Provide the skills and resources to present the SMP message consistently to groups of Medicare beneficiaries, caregivers, and the public.
- **Counseling and Complex Issues:** Provide the skills and resources to handle one-on-one counseling sessions and beneficiary's complex issues.

This project is supported, in part, by a grant, number 90AM3133/03, from the Administration on Aging, Department of Health and Human Services, Washington, D.C. 20201 through the Louisville/Jefferson County Metro Government Community Action Partnership. Grantees undertaking projects under government supervision sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration on Aging policy.

SMP VOLUNTEER APPLICATION

A. Contact Information

Volunteer Full Name: _____ Date of Birth: _____

Home Address: _____ County: _____

Home Phone: _____ Cell Phone: _____

Email Address: _____

B. Business/Employment Information (if currently employed)

Occupation: _____

Company/Organization: _____

Address: _____

C. Emergency Contact Information

Name: _____ Relationship: _____

Phone: _____ Alternate Phone: _____

D. Conflict of Interest, Are you affiliated with any of the following:

Insurance company, agency, or broker	Yes / No
Financial planning services	Yes / No
Health insurance claims or billing service	Yes / No
Law firm or legal services organization	Yes / No
Other (please describe)	Yes / No

If you answered yes to any of the above, please explain: _____

E. Skills/Interests (please check all that apply)

Computer/Internet

Organizing/Scheduling

Presentations w/large groups

Public Speaking w/small groups

Public relations/Communications

Research

Teaching/Training

Writing

Assist Individuals/One-on-one direct client service

Graphic Design

General Office Work

Other: _____

F. References

Please list 2 individuals who can serve as references for you and your character.

Name	Phone Number	Relationship to You

G. Declaration

I declare that the information provided and statements made in this application are true and complete to the best of my knowledge and belief. I also declare that I understand that:

- The purpose of SMP training I receive as a volunteer is to provide services free of charge to Medicare beneficiaries and is not to be used for my personal monetary gain;
- KY SMP has permission to use photographs and other recorded media which have been taken of me for promotional, informational, or educational purposes; and
- KY SMP will conduct a national criminal background check; and
- KY SMP is not required to accept all applicants for volunteer placement.

Applicant's Signature: _____ Date: _____

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